

Service Level Agreement for Customer Support Center Services

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1 Executive Summary

The Customer Support Center (CSC) is committed to providing excellent customer service with the goal of restoring service to the customer as quickly as possible with minimal impact on the customer. In addition, the CSC facilitates interactions among groups and process within Information Technology Services (ITS) where necessary, and communicates with customers about events that impact services. The CSC resolves as many calls as possible within the CSC and escalates those tickets when appropriate. All ITS tickets are tracked throughout their lifecycle to ensure appropriate monitoring, communication, and notifications. In addition the Customer Support Center sends notifications to customers about impending customer impacting changes and outages or service degradations. The ITS Customer Support Center is the Single Point of Contact for reporting service-related incidents to ITS.

2 Service Provided, Availability and Support

2.1 Service Objective

This Service Level Agreement (SLA) documents the information technology (IT) support services provided by the ITS Customer Support Center. The ultimate objective of this Agreement is to document the services and processes the ITS Customer Support Center will provide to these agencies and to ensure high-quality and timely delivery of services to ITS customers. Although the SLA is in the form of a document that defines a level of service, the desired outcome is to promote a clear understanding and expectation of the service ITS provides and to work with our customers as business partners to improve and optimize the business through the more efficient and effective use of IT and to improve ITS services.

2.2 Service

- The CSC provides 24 x 7 support for all ITS offered services. Its front end voice menu assists in assuring that calls are handled by the most appropriate technician. ITS uses iWise as its ITS service management tool.
- The ITS Customer Support Center will serve as the Single Point of Contact (phased in over time) for IT services provided to the employees of the pilot agencies. The Customer Support Center will respond professionally and courteously to all calls, create tickets and resolve the

ticket or route the ticket appropriately. For tickets that are resolved by ITS staff, the Customer Support Center will retain ownership, tracking and communication responsibility throughout the life of the ticket. In addition, all of these calls will be handled through the defined and documented Operational Excellence, (Information Technology Infrastructure Library (ITIL)) based processes including incident, problem and change.

- Business Relationship Management (BRM) is responsible for management reporting and for the improvement of customer relationships through a Service Level Management process. It also has a liaison program that ensures that there is a relationship manager to assist in facilitating the resolution of any customer-related issues.

2.3 Services Out of Scope

This SLA does not cover calls not initiated within the CSC or not tracked through the creation of an iWise ticket.

2.4 Hours of Availability

The ITS Customer Support Center is available and operational 24x7. Resolution of issues is based on the availability and commitments documented in service-specific SLAs.

2.5 Hours of Support

The ITS Customer Support Center is available and operational 24x7. The Customer Support Center maintains On-Call Schedules/Hours for IT infrastructure teams to reach support technicians as required for emergencies and after hours scheduled work

2.6 Contacting Support

Call the Customer Support Center (CSC) at **919-754-6000** or toll free at **1-800-722-3946**

-or -

Email the CSC at ITS.Incidents@ncmail.net

2.7 Customer Support Center Response Times

The following priority chart shows response time after initial Assessment/Assignment, creation of iWise ticket by the Customer Support Center, and acknowledgement of the ticket to the customer, including the provision of a ticket number. Times are measured in clock hours and/or minutes unless otherwise specified. If a ticket is initiated by a telephone call, it will be created within 10 minutes; if initiated by email, the ticket will be processed within 30 minutes.

Target Incident Response Time:

The time the Second Level support has to begin to actively work a ticket.

Target Status Update Time:

The time interval the assigned group / ticket owner has to update the ticket.

Target Customer Notification Time

The interval that the Customer Support Center has to update the customer on ticket status.

Target Resolution Time:

The total time from ticket creation to resolve the incident and restore service to the user.

Target Percentage of Calls Resolved on Time:

The percentage of calls that meet the priority time frame criteria.

2.8 Priority Chart

Priority	Target Incident Response Acknowledgment Time	Target Status Update Interval	Customer Status Update Interval	Target Resolution Time	Target % of Calls Resolved on Time
1	15 minutes	Every 15 minutes	CSC will update every 30min	4 clock hours or less	90% rising to 95% within first 6 months of rollout; Reassess target at end of 6 months
2	30 minutes	Within 1 hour then every hour thereafter	CSC will update every 2 hours	8 clock hours or less	90% rising to 95% within first 6 months of rollout; Reassess target at end of 6 months
3	2 hours	Within 3 hrs	Upon request	24 clock hours or less	80% rising to 85% within first 6 months of rollout; Reassess target at end of 6 months
4	1 business day	Within 1 business day	Upon request	3 business days	80% rising to 85% within first 6 months of rollout; Reassess target at end of 6 months
5	1 business day to acknowledge receipt of request / order	SLA or as agreed upon with Customer	Upon request	SLA or as agreed upon with Customer	SLA or as agreed upon with Customer

2.9 Customer Notification

ITS will provide all communications via the following means: online ticket updates, phone calls, and/or email notifications utilizing the customer contact information (see Customer Responsibilities).

2.10 Customer Escalation Contact List

The ITS Customer Support Center is the Single point of contact for all incidents to be reported to ITS. Please contact the ITS Customer Support Center (CSC) at **919-754-6000** or toll free at **1-800-722-3946** to report any incidents or to initiate service requests. Contact may also be made by emailing the CSC at ITS.Incidents@ncmail.net.

If there is reason to believe that the incident or request is not being handled appropriately or if additional questions need to be answered about ITS services, their business value or ITS Processes, contact the Business Relationship Manager assigned to your agency

If this does not satisfactorily resolve the issue please contact the Director of Business Relationship Management, Wendy Kuhn. Subsequent escalations, where necessary should be to Deputy State CIO, Bill Willis and then State CIO, George Bakolia

At any time the Business Relationship Manager can be called to help explain ITS services or work with the business team on information technology business needs.

3 Customer Responsibilities

ITS and the Agency will work together to make sure that all responsibilities can be met. Below are responsibilities for which ITS will need support and ownership from the Agency:

- Report incidents and requests to the ITS Customer Support Center in a timely manner.
- Be able to describe the issue, the urgency and the impact.
- Request and schedule special services in advance.

4 Performance and Service Level Reviews

A basic goal of ITS management is to keep the customer regularly informed. Status meetings, status reports, performance measurements, and planning sessions are the vehicles used to ensure that the Customer is kept apprised of activities. ITS management believes that to provide effective services to the customers, management must maintain awareness of events and make effective use of all resources. This will position ITS to meet the service level commitment to our customers.

Monthly - There will be a monthly meeting with the Agency and the Business Relationship Manager from ITS providing a scorecard to the agency of the performance of ITS services.

Semi-Annually (or as needed) – There will be a semi-annual performance review with the Agency, State CIO and Business Relationship Manager from ITS. This discussion will provide information on performance by ITS in providing the service outlined in this SLA. This will also be used to make ITS aware of business events or changes that may impact or change the services provided by ITS.

Yearly – There will be a yearly service review meeting to provide metrics and measurement to determine if the service level requirements have been met for the agency. If requirements are not met or partially met then improvement areas will be developed with action plans for changes to improve the service.

The SLA will also require review under any of the following conditions:

- 1) Whenever there is a significant and/or sustained change requested to the delivery of the service.
- 2) Whenever there is a significant and/or sustained change to related SLAs.

At any time the Business Relationship Manager can be called to help understand ITS services or work with the business team on information technology business needs.

5 Security Standards and Policies

The ITS CSC complies with the security standards and policies established by the ITS Security Office. The ITS CSC is accessible only through badge access and appropriate steps are taken to ensure confidentiality, integrity and availability of information.

6 Business Continuity Plan

There is a Business Continuity Plan (BCP) as specified in Customer Relationship Management BCP.

7 Dispute Resolution for Service Impacting Outages or Failure to Perform

ITS and the agency agree that it is in their mutual interest to resolve disputes informally. When there is a dispute about a service impacting outage or failure in performance the Agency Secretary or Agency Deputy Secretary shall contact the State Chief Information Office (CIO). A problem report will be developed identifying the root cause and an action plan to prevent reoccurrence. The State CIO and Agency Secretary or Agency Deputy Secretary then meet and discuss any improvements needed to be made by either ITS and/or the agency.

8 Metrics and Reports

Report name	Reporting Metric	Reporting interval	Reporting Source	Delivery method
Incident and Request Time to Repair Analysis	Percentage of requests and incidents resolved within target timeframe, minus lost time	Monthly	iWise	Email
Incident and Request Resolution Performance	Mean time to Repair - MTTR minus lost time resolved within target time frame	Monthly	iWise	Email

ITS will provide, upon request, agency specific reports.

9 Definitions

Terminology	Description
Business Relationship Manager	Position in ITS that works the senior management of a agency to help provide understanding and foster business relationships between ITS and the agency.
Customer Support Center	Central team that is the single point of contact for agency customers to report problems or request services from ITS.
Incidents	A failure in hardware, software or services that results in a customer not being able to utilize technology.
ITIL	Information Technology Infrastructure Library – series of best practices that helps an IT organization improve service support and service delivery to customers.

iWise	ITS IT Service Management tool used to track work within ITS including incidents, problems, requests, and changes.
Meant Time To Repair (MTTR)	The average amount of time, it takes to restore/repair service. This includes prime time and weekend and holiday guarantees.
Voice Over IP	Technology used to handle voice communication over data networks.

10 Signatures of Approval

Agency Secretary or Deputy Secretary:

Name	Title	Signature	Date

ITS Senior Management:

Name	Title	Signature	Date

Appendix A: Supported Hardware and Software

Supported hardware

The following hardware is supported:

Not applicable – there is no hardware associated with the service desk

Hardware services

The following hardware services are provided:

Not applicable – there is no hardware associated with the service desk

Unsupported hardware

The following are representative, but not comprehensive, examples of hardware that is *not* supported:

Not applicable – there is no hardware associated with the service desk

Software Services

ITS agrees to cover software support services, including software installations and upgrades for the software listed in “Supported Software.”

Supported software

The following software and applications are supported:

The iWise trouble ticket tool used to track problems and requests

Unsupported software

The following are representative, but not comprehensive, examples of software that is *not* supported:

Not applicable – software needed to run the ITS Service Desk will be supported by ITS

Appendix B: Customer Support Center Amendments

None at this time.